Murray Edwards College

Accommodation
Working towards making College your
Home from Home

home from home

Murray Edwards Accommodation Guide for First Year Undergraduates 2023-24

NATIONAL CODE
assured accommodation

Introduction

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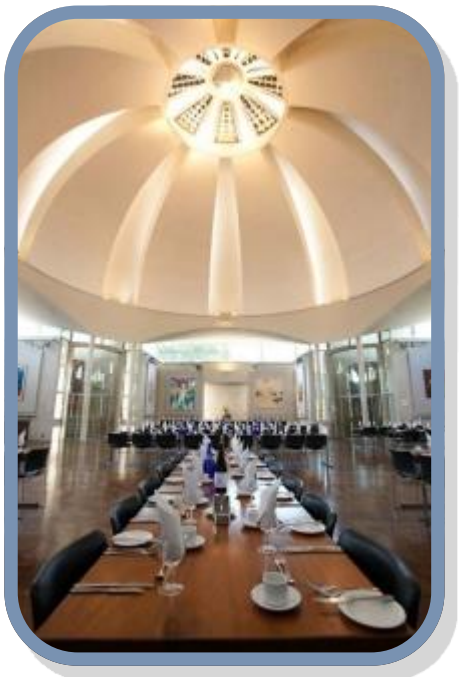
Dear Students,

Murray Edwards' Accommodation Department is committed to making your time in college as welcoming and comfortable as possible.

We created the Home from Home guide to provide information on college accommodation available in your first year here.

This handbook will tell you about Pearl House and Paula Browne House, where first years will be living and its immediate surroundings. It will also tell you about who can help you with accommodation and maintenance queries.

Accommodation Office



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Disclaimer

Please note that the information in this Handbook is for guidance only. Information is accurate at time of going to press (July 2023).

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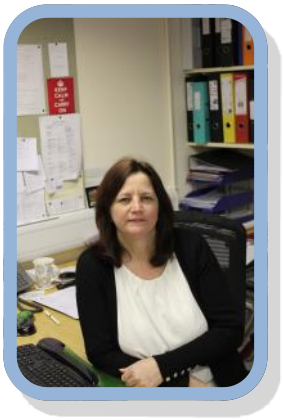
Who can help?

Accommodation and Housekeeping Department

The Accommodation department is led by myself Pauline Walker (Accommodation Manager) with the assistance of Anita Salmon, Deputy Accommodation Manager. We oversee a team of 3 Supervisors, a team off cleaners and House Porters and, between us the everyday cleaning and upkeep of the college and accommodation. If you have any accommodation questions, please come to the Accommodation Office located in the basement of Pearl House.

You can also contact the Tutorial Office tutorial@murrayedwards.can.ac.uk if you have any particular room requirements for medical or religious reasons.



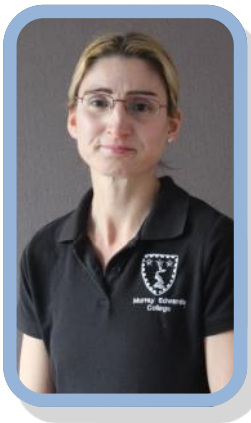
I am Pauline Walker the Accommodation Manager.

I have been here since September 2011. I have worked in many different colleges throughout my career, I previously worked as Head Housekeeper at Lucy Cavendish college, so have a lot of experience of college life. For any accommodation queries you can contact me at Accommodation.enquiries@murrayedwards.cam.ac.uk

Anita Salmon, Deputy Accommodation Manager.

I have worked in the Accommodation Department since I joined the college in 2008. Prior to this I worked in the hospitality industry. If you have any queries regarding your coming up/going down dates or any accommodation queries you can also contact me at

Accommodation.enquiries@murrayedwards.cam.ac.uk



Claire Storey, Housekeeping Supervisor

I started working at the College in 2015 as a part time cleaner and was promoted in 2016 to Housekeeping Supervisor. For any linen or cleaning enquires you can contact me at claire.storey@murrayedwards.cam.ac.uk

Natasa Hart, Housekeeping Supervisor

Started with us on the 24th April 2023

Natasa has previous experience working at St Johns and Gonville & Caius.
natasa .hart@murrayedwards.cam.ac.uk

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Meet some of the Housekeeping team

Here at Murray Edwards we have a very hardworking and helpful Housekeeping team who help to clean and maintain all areas around the college.

Each student is responsible for the cleaning of their own room, ensuite bathrooms will be cleaned fortnightly. Kitchens will be cleaned daily, Monday to Friday and all other public and communal areas are done on a daily basis, Monday to Sunday.

Our Housekeeping team pride themselves on being approachable and friendly.

You can find the Housekeeping department next door to the Accommodation Office within the basement of Pearl house.

Emma Stephens, Housekeeper

Emma started working for the college in May 2004 you will find her working in N staircase in Pearl House

Anne Smith,

Housekeeper

Anne has been working for the college since 2002. You will find her working on J staircase in Pearl House.

Rafal Traczykiewicz

House Porter

Rafal joined the team in 2015 and helps set up rooms and keep the public areas clean.

Stan Janis, House Porter Supervisor

I joined the college in February 2013 as a House Porter, I was promoted to House Porter Supervisor in the summer of 2015. I look after 4 House Porters who clean the Public areas.

The team of House Porters look after the meeting rooms as well as keeping all the public areas clean and tidy. They are led by Stan Janis who is the House Porter Supervisor.

Pearl House

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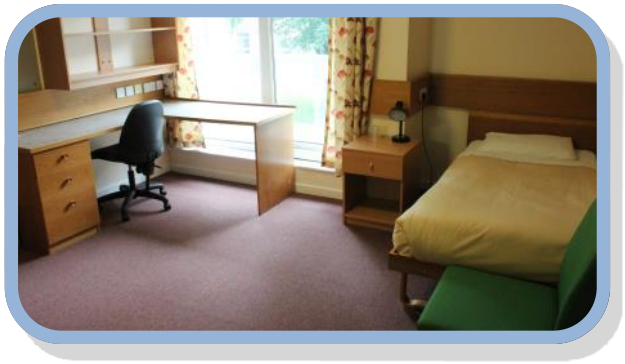
Bedrooms



There are 105 bedrooms in Pearl House which are divided into15 rooms over 7 staircases. (J, K, L, M, N, P and Q)

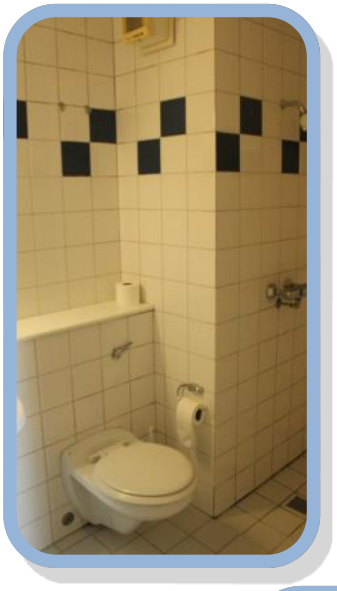
The bedrooms in Pearl House are offered in two sizes: either 16.5m² or 18.5m², both of which include a 3m² en-suite bathroom with shower.

Each bedroom has an en suite shower room, and is fully furnished with a fitted wardrobe, desk, desk chair, easy chair, bookshelf, bedside table, and a single bed.

In each room we provide a mattress cover and a pillow with an under-pillow case. You can either bring your own bed linen or hire bed linen from the college on a termly basis. This consists of a single sheet, duvet with a cover and a pillow case. The charge is £40 per term.

There is also a bathroom with a bath situated at the end of most corridors and a shared kitchen in the middle. There are individual lockable cupboards for your kitchen utensils and food. As standard there is also a fridge, freezer, cooker, microwave, kettle and a toaster. We do not provide any cooking utensils, crockery or cutlery.

Pearl House has a 31 week licence agreement with the Normal Period of Residence 30 September to 9 December; 5 January to 20 March; 17 April to 22 June. If you wish to stay for any nights outside these dates, you will need to put your request on the going down/ coming up forms when available each term. You will be allocated a temporary room, if one is available, and will be charged a nightly rate of £30 for the additional nights.



Paula Browne House

There are 10 bedrooms situated on the 1st floor of which are 6 en suite and 20 sets of 2 rooms share one bathroom.

There is a kitchen available at the end of the corridor which has a oven, fridge, kettle, toaster and a microwave.

There is also laundry facilities situated in the basement of the building that is card operated or you can use the Circuit laundry APP

Paula Browne S floor has a 31 week licence agreement with the Normal Period of Residence 30 September to 9 December; 5 January to 20 March; 17 April to 22 June. If you wish to stay for any nights outside these dates, you will need to put your request on the going down/coming up forms when available each term. You will be allocated a temporary room, if one is available, and will be charged a nightly rate of £30 for the additional nights.

The bedrooms have as standard:

Single Bed

Chest of Drawers

Desk

Desk Chair

Easy Chair

Desk Lamp

Noticeboards

Bookshelf

Wardrobe

Laundry Room

The laundry room is situated in the basement of Pearl House. There are 6 washing machines and 6 tumble dryers which are operated by a laundry card only.

Circuit Laundry Card/App Purchases

All students are now within their rental payment entitled to a refund for six washes and six dry cycles per term, so a total of eighteen washes and eighteen drying cycles per academic year.

Students who wish to claim a refund are asked to retain/print off their receipt(s) and forward copies with their name, college email and room number, to the Finance Office via the e-mail: student.accounts@murrayedwards.cam.ac.uk. The Finance office will then process the refund at the end of each term (claims must be made in a timely fashion).

Guidelines

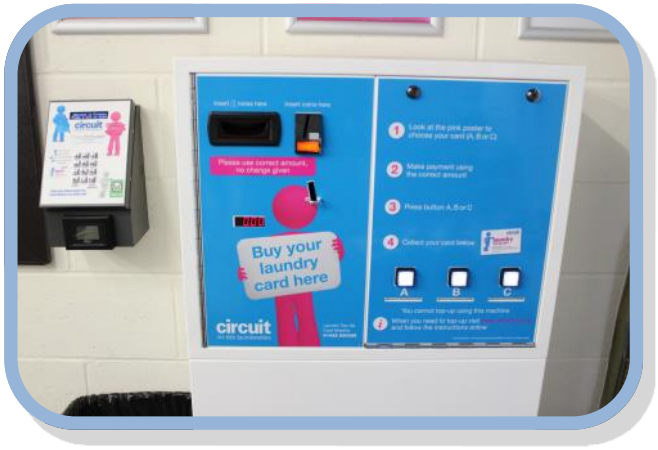
1. **Please do NOT submit individual claims, please submit your monthly term allowance of six (maximum).**
2. **Refunds will only be made once for each term (End of Term).**

We cannot accept more than six claims in any one term, so multiple claims cannot be processed.

When using the washing machine you will need to put the **detergent and softener into the drum only.**

There is an ironing board and iron in the laundry room for you to use.

You purchase a card from a vending machine situated in the laundry room then you top up the card via the website www.circuit.co.uk.You will be given a pin number to activate the card and away you go. There is also a laundry app which you can download onto your mobile. This is called the Circuit app, you can top up with a card or PayPal and then scan the machines for each wash and dry.



Guide to Terms and Conditions of Residence

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Licence Agreements

You will be asked to sign your licence agreement on arrival . All Murray Edwards College rooms are subject to Licence Agreements which set out the rights and responsibilities of the student and the College. Some accommodation will have the Fire Risk Assessment shared with occupants due to legislation changes that come into force this year. This is to make you aware of the information about the your accommodation, the risks, if any and ongoing works. By signing the Licence Agreement the you are acknowledging the information contained in the Fire Risk Assessment. The Fire Safety and Management of this, including the Fire Policy can be accessed on the MEC website.

Your room

- First Year undergraduates are expected to live in College so that they have a proper opportunity to become part of the community. You will be allocated an en-suite room in Pearl House or Paula Browne House You will be supplied with a key to your own room. You will need to collect your key on arrival from the Porters Lodge and return it at the end of each term
- There is a charge of £24 for lost keys
- For security you must make sure you keep your room locked even if you leave for a short period of time
- You will be sent an email to check and accept a room inventory on the RMS (Room management system)
- Students are responsible for the cleaning of their own room. Further information on what is cleaned by the House keeping staff is provided on the Bedders Charter displayed in the kitchen on each staircase
- All rooms have electric wall heating: some have adjustable thermostats, some have a button on the side to boost the heating and some have a sensor in the wall. If you are unsure of how your heater works please come and ask.
- There is Wi Fi provided to all study rooms as well as college public areas generally.
- If you require a fridge in your room for medical or religious reasons then you must inform the Tutorial Office or College Nurse. If you wish to have a fridge in your room for other reasons then please inform accommodation. Please see student fridge policy on the college website.

Going down/coming up

- All students are required to inform the Accommodation Office of their coming up and going down dates each term on an online Going Down form. An email request is sent to all students each term.
- A £30 Administration Charge will be incurred if the Going Down Form is not submitted by the deadline or if you alter your dates after the deadline. Deadlines are clearly available online.
- A £50 Accommodation Charge will be incurred if you physically vacate your room later or arrive back earlier than indicated on your Going Down Form.
- If you need to stay outside the normal period of residence you can put this request on the going down form. The daily rate for a room is £30. The Accommodation Office will endeavour to house you in a temporary room but this cannot be guaranteed.
- For any additional charges for damage to fixtures and fittings in rooms or any extra cleaning or removal of rubbish, please see the schedule of additional charges attached to your room licence agreement.

Trunk store procedure

- The main Trunk Store and the secure store is located in the basement of Pearl House.
- Please note that the college does not accept liability for loss or damage to your property
- The storage facilities, can be accessed Monday to Friday between 8.00am and 3.30pm. **There is no access on weekends**.
- If you are leaving at the weekend, you must bring your belongings to the Trunk Store on the Friday before.
- You may nominate someone to obtain items from the Trunk Store for you on your behalf.
- UK students may leave 1 suitcase or 1 rigid stackable crate/box during Christmas and Easter vacations. No storage is available over the summer vacation unless you are an International student. However, if you have any concerns then please contact the Accommodation Office.
- International students may leave a maximum of 4 items such as a suitcase, a trunk, rigid stackable crate and a personal fridge.
- All items must be checked into storage by a member of staff who will check the items and issue a label and receipt. All items must be placed on the shelves provided.
- There is a charge of £10 per student per term.
- **A £10 charge per item will be added to your college bill if any items are:**

* left in your room after you have vacated,
* unchecked or not labelled found in the Trunk Store,
* left outside the Trunk Store or in corridors
* not collected within 10 days of the start of each term

- **Items not permitted and that will be disposed of are:**

* Food
* furniture, including clothes airers
* rugs,
* black bin bags,
* soft holdalls,
* loose bedding,
* unsealed cardboard boxes or any loose items.

- College does have a limited number of plastic trunks that can be used on a first come, first served basis. There is a charge of £15 if any are not returned or are damaged.
- You can leave your empty suitcase or trunk in storage in term time.

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Fire safety

With a large population living in close proximity on a small site, there is always a risk of fire. All residents must play their part in minimising this risk.

Here is a list of rules that you must adhere to :

- Never leave cooking unattended in a kitchen
- Do not use cooking equipment in your room
- Do not leave heated hair devices (straighteners, curlers, tongs) unattended
- Do not use unsafe or untested electrical equipment and do not overload electrical sockets
- You must only use adapters that that meet UK specification
- Do not store combustible materials, including piles of paper
- Do not use naked flames (no candles are allowed in rooms)
- Do not leave items in corridors or stairways (including clothes dryers)
- Do not keep bicycles in your room, you must use the bike racks provided within the college
- Keep all fire doors closed at all times, especially kitchen doors (never wedge them open)
- Do not smoke in any room, and do not disable, tamper with or cover up smoke or heat detectors

- Do not tamper with fire safety equipment (extinguishers, fire blankets)
- Report anything that looks hazardous or unsafe to the Porters Lodge

Fire Alarms and Fire Drills

You must always respond to a fire alarm by leaving the building and reporting to the designated fire assembly point, the location of which will is set out on the back of your room door.

Portable Electrical Equipment (student owned)

All portable electrical equipment owned by students and used within the college will be testes during arrival at College on Fresher`s week, to ensure it is fit for purpose and in safe condition. The College will endeavour to have all other portable equipment tested in accordance with HSE guidance.

All students will be made aware that any subsequent electrical equipment purchased during their education at college will need to be identified on collection and tested at the Porters Lodge.

Records will be held to show due diligence .

Electric Scooters (Charging)

Due to the significant risks and national guidance given about the charging of Electric Scooters within buildings, this activity will be prohibited within any college premises

Room Inspections

Room inspections are carried out on a termly basis. This is to check that you are living safely and not putting yourself or any others in danger by for example overloading sockets or hanging fairy lights. We also check for any maintenance issues that need attention.

End of residence

- At the end of each term you will need to clear your room of all belongings. During the Christmas and Easter vacations you will be able to put some items in your lockable wardrobe.
- If you have permission to have a fridge in your room you are responsible for removing it, If you leave it in your room it must be thoroughly cleaned and unplugged. Please be aware that the college does not except any liability for loss or damage to any fridges.
- In the kitchen you need to remove any food items from the fridge in the kitchen and make sure your plates, pots and pans are all washed up and removed.
- You should leave your room in a clean and tidy condition and place any rubbish in the bin bag provided. Any College linen should be left neatly folded on your bed.
- Any damage left will be assessed and you may be charged. (Please see your licence agreement for a list of charges).
- Your key must be returned to the Porters' Lodge when you depart.

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Student Accounts - Guide to your termly College bill

College Bill

Your College Bill (as distinct from your Tuition Fee Bill) will be sent to your University e-mail address on or around the first day of each of the 3 full terms.

The College Bill is a termly invoice that includes the accommodation charge (which comprises of room rent, electricity, water, network connection, amenities charge etc), and a standard charge each term for a Medical Taxi Scheme contribution.

Full-time students living in private (i.e. non-College) accommodation are required to pay an Amenities charge each term; this is reduced for part-time students.

Other charges (i.e. printing, replacement key/University card etc.) will also be included in this invoice, but are charged in arrears the following term.

Payment

Payment of your College Bill is due 14 days from invoice date.

Payments can only be accepted in UK sterling and should always include your 8 digit College Account number, found on your invoice.

Suitable methods of payment include:

1. Internet bank transfer using your UK online banking facility (preferred method). Payment details are included at the top of your invoice. Payment may be made from an international bank account if required, however, please note that where charges are incurred for use of such facility, these will be passed on to the student to pay.

2. UK cheque made payable to Murray Edwards College.

3. Sterling Bank drafts (obtainable from any International bank).

Please note that we **do not** accept payment by credit or debit cards, and cannot accept payment in Cash.

Any student who experiences financial difficulty should contact their **Tutor** in the first instance for information and advice.
This approach is best made as soon as the problem emerges.
For further information please refer to the Student Support Funds section on the College's website.

College Charges for Overdue invoices

Charges will be levied on all accounts at the following rate:

1. A first charge will be levied two weeks after the Due Date.
2. A second charge will be levied at the end of Term.
3. Thereafter, overdue accounts will attract monthly charges on the outstanding amount at each month end, provided that at least 30 days have elapsed since the second charge.

For information about payment of **Tuition Fees**, please go to the College 'website

Who else can help me?

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Porters' Lodge

The friendly Porters are ready to greet students, direct visitors and other guests to their destinations. As well as keeping an eye on security, they perform a multitude of other tasks, sell stamps and memorabilia, hoisting the College flag and distributing post into pigeon holes.

A member of the Porters' Lodge is available 24 hours a day, 7 days a week, where mail can be collected between 8.00am and 11.00pm with a member of staff on duty from 11.00pm to deal with any emergencies.

If you would like to call or e-mail them please use the details below:

01223 762100 porters@murrayedwards.cam.ac.uk

Head Porter - Danny Kelly

Deputy Head Porter - Sue James

Wayne Maund

Monika Binek

Matthew Foley

Justyna Dobrzanowska

Simon Glover

Craig Harley

Who else can help me?

Maintenance Routines

The college maintenance department aims to provide an excellent service for its users: fellows, students and the operational departments. This requires help from users so we can best manage a quick and efficient service.

1 Let us know! If something requires attention, please report it promptly:

Use the colleges Room Management System (RMS). For further information please follow the LINK

If it is an emergency, call in person to the Porters' Lodge. The Porter will immediately contact the relevant maintenance team member.

Once we know your requirement, we can prioritise, plan and respond.

2 Let us do it! We will prioritise your request depending on the activity levels, observing the following standards and we will let you know when we will carry out the work:

Priority	*Examples*	*Service standard*
Emergency: affecting health, safety or serious damage to buildings	Broken/defective toilets, wash facilities, security-related matters (doors/windows), leaking pipe work, main kitchen power/ gas	Make safe within 3 hours Inspected and repaired as soon as possible and within 24 hours at most
Urgent: Matters materially affecting comfort or convenience	Sticking door, peeling paper, defective internal doors (wardrobes etc), defective plug, socket, light switch	As soon as possible and in any event within 5 days
Routine: affecting comfort and convenience but not materially		As soon as possible and in any event within 28 days (with a strong expectation that this limit will not be reached)

3 Then we'll let you know If the job is more complex or needs more than one visit, we will liaise with you through the RMS tracker system or in person.

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By email: Tutorial Office — tutotial@murrayedwards.cam.ac.uk

Accommodation Office—
accommodation.enquiries@murrayededwards.cam.ac.uk

By telephone: 01223 762100

By fax: 01223 763110

By post: Murray Edwards College
University of Cambridge
Cambridge
CB3 0DF

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